

## ABSTRACT

Systems and methods are described for collecting data in component memory of a printing device replaceable component and utilizing the data in a customer service center. A printing device records data related to the printing device, usage information, environment information, etc. in a memory tag of a replaceable component – such as a toner cartridge – used in the printing device. When the component is returned to the manufacturer for recycling, the information is retrieved from the memory tag and stored in a customer database. When a customer contacts the customer service center, a customer service operator accesses information related to the customer and to the printing device(s) used by that customer. Help screens, or menus, displayed to the operator are customized according to the product(s) owned by the customer and the environment within which the product is used. The operator immediately knows details about the customer, the printing device(s) used by the customer, how the customer uses the printing device(s), the customer's previous problems with the printing device(s), etc. The operator may also be able to access pre-determined solutions that the operator can provide to the customer, such as providing a free replacement cartridge if the customer has had a number of problems with the printing device, etc. The customer is thus saved the time and trouble of providing detailed information and the manufacturer can offer improved customer service to satisfy the customer.